

*Parks and Recreation*  
**Park Maintenance Supervisor Job Family Competency Matrix – July, 2007**  
*Each competency builds upon the other as the class series progresses.*

**Effective Date: September 7, 2007**

Classification Titles	Park Maintenance Supervisor I  Occupation Code: 591A B.U. 10, Grade 036: <a href="#">Salary Info</a>	Park Maintenance Supervisor II  Occupation Code: 592A B.U. 10, Grade 040: <a href="#">Salary Info</a>
<b>General Duty Statement</b>	Performs supervisory work directing the maintenance of City parks, recreation centers and parkways by laboring crews. Performs related duties as required.	Performs highly-responsible supervisory work involving the maintenance of City parks, parkways, and recreation centers. Provides supervision of the Recreation Support Maintenance section. Acts on abatement notices and maintenance of vacant buildings and land owned by PED. Performs related duties as required.
<b>Supervision Received</b>	Works under the general technical and administrative supervision of a Park Maintenance Supervisor II or other unit head.	Works under the general direction of a Park and Recreation Manager or other unit supervisor.
<b>Supervision Exercised</b>	Exercises general technical and administrative supervision direction over crew leaders and labor workers within a unit. (Parks Worker I and Parks Worker II)	Exercises supervision directly or through subordinate supervisors within a unit.

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Shared Competencies	Park Maintenance Supervisor I	Park Maintenance Supervisor II
<b>Technical Expertise</b> <i>Practices, Policies, and Procedures</i>	<p>Demonstrates an advanced understanding of the current organization structure, policies, and procedures of the Division and the City. Demonstrates an expert understanding of procedures, techniques, terms, and practices for proper maintenance of grounds and buildings.</p> <p>Demonstrates an ability to apply this understanding to a full-range of work assignments and demonstrates to others how to apply this understanding.</p> <p>Demonstrates an expert understanding of the needs of various facilities and takes appropriate action to assign staff and resources needed to maintain and/or complete project and program responsibilities.</p> <p>Demonstrates an advanced understanding of the most current and effective work methods and an ability to instruct others in such best practices.</p> <p>Demonstrates an ability to lift and maneuver equipment, tools, and supplies of up to 50 pounds.</p>	<p>Demonstrates an expert understanding of the current organizational structure, policies, and procedures of the Division and the City. Demonstrates an expert understanding of procedures, techniques, terms, and practices for proper maintenance/management of facilities and programs under their control.</p> <p>Demonstrates an expert understanding of the needs of various facilities, assets, and programs, and takes appropriate action to assign staff and resources needed to maintain and/or complete project and program responsibilities.</p> <p>Demonstrates an expert understanding of the most current and effective work methods and an ability to instruct others in such best practices.</p> <p>Demonstrates an ability to evaluate the work of staff, to coach and train them in a constructive way for improved performance, and to hold them accountable when work does not meet expectations.</p> <p>Demonstrates an ability to lift and maneuver equipment, tools, and supplies of up to 50 pounds.</p> <p>Demonstrates an expert ability to construct, maintain, and manage all activity budgets under their jurisdiction.</p>
<b>Technical Expertise</b> <i>Technology</i>	<p>Demonstrates an understanding of the operation of maintenance equipment and tools, office equipment, and computer software. Demonstrates an ability to apply this understanding and ability to resolve the full range of work-related challenges.</p>	<p>Demonstrates a full performance understanding of the operation of maintenance equipment and tools, office equipment, and computer software. Demonstrates an ability to conduct analyses of equipment maintenance, determine replacement or procurement needs, and make appropriate recommendations. Demonstrates an ability to apply this understanding and an ability to resolve the full range of work-related challenges.</p>
<b>Technical Expertise</b> <i>Legal Requirements</i>	<p>Demonstrates an understanding and an ability to apply related laws, rules, regulations, standards, manufacturers' specifications, policies, and procedures applicable to the work.</p> <p>Demonstrates an ability to identify the full range of risks and liability implications, and to apply expertise in minimizing associated risks and to refer the legal issues to a higher supervisor, manager, or the City Attorney's Office.</p>	<p>Demonstrates an understanding and an ability to apply related laws, rules, regulations, standards, manufacturers' specifications, policies, and procedures applicable to the work.</p> <p>Demonstrates an expert ability to identify the full range of risks and liability implications, to apply expertise in minimizing associated risks, and to refer the legal issues to a manager or the City Attorney's Office.</p> <p>Demonstrates an ability to train others in established safety practices, proper operations and maintenance procedures, and care of equipment.</p>

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<p style="text-align: center;"><b>Problem Solving, Project Management, and Decision Making</b></p>	<p>Demonstrates a full performance understanding of the priorities, goals, and objectives of the Division. Demonstrates an understanding of the Division mission and vision.</p> <p>Demonstrates a full performance ability to independently initiate, plan, and coordinate multiple projects ranging from the routine to the complex.</p> <p>Demonstrates a full performance ability to independently prioritize one's own work and the work of others.</p> <p>Demonstrates a full performance ability to identify and use appropriate materials, methods, and resources necessary to complete the most complex assignments associated with assigned work.</p> <p>Demonstrates an ability to procure materials and resources required for the effective completion of work of the unit, and to identify improvements in such procurement processes and procedures.</p> <p>Demonstrates an advanced ability to plan, coordinate, monitor and manage staff. Demonstrates an ability to develop factors for measuring success in an assigned area of responsibility.</p> <p>Demonstrates a full performance ability to supervise crew leaders and other staff in providing and maintaining quality grounds, buildings, and work areas in a neat and orderly manner.</p>	<p>Demonstrates an expert understanding of the priorities, goals, and objectives of the Division.. Demonstrates an understanding of the Division mission and vision.</p> <p>Demonstrates an expert ability to independently initiate, plan, and coordinate multiple projects ranging from the routine to the complex.</p> <p>Demonstrates an expert ability to independently prioritize one's own work and the work of others, including scheduling and assigning staff and resources.</p> <p>Demonstrates an expert ability to identify and use appropriate materials, methods, and resources necessary to complete the most complex assignments associated with assigned work.</p> <p>Demonstrates an expert ability to effectively and thoroughly analyze and organize detailed, complex, and confidential information.</p> <p>Demonstrates an expert ability to identify and resolve the most complex challenges associated with the facilities, assets, and resources under their control. Demonstrates appropriate coaching of employees in problem solving and decision making.</p> <p>Demonstrates an expert ability to plan, coordinate, monitor, and manage staff. Demonstrates an ability to develop factors for measuring success in assigned area of responsibility. Demonstrates an ability to appropriately monitor the overall distribution of projects. Demonstrates an ability to be flexible and adaptable to changes in work assignments.</p> <p>Demonstrates an ability to direct first line supervisors, crew leaders, and other staff in providing and maintaining quality facilities, assets, and programs under their jurisdiction.</p>

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<p style="text-align: center;"><b>Communication</b></p>	<p>Demonstrates a full performance ability to effectively listen, speak, write, and interact tactfully in both a work and public setting. Demonstrates an ability to respond to a variety of complaints in verbal and written form.</p> <p>Demonstrates an ability to consistently follow complex oral and written instructions from higher-level supervisors or management staff.</p> <p>Demonstrates an ability to effectively communicate with a diverse group of employees, associates, and the public in a cooperative, non-argumentative manner, using calm and moderate tones and appropriate language.</p> <p>Demonstrates an ability to develop positive working relationships and an ability to influence internal and external customers, including vendors, interest groups, and the general public. Demonstrates an ability to diffuse a hostile situation and manage conflict appropriately.</p> <p>Demonstrates an ability to produce timely, accurate, and effective reports, time sheets, work orders, memoranda, and other correspondence to ensure proper communication with staff, associates, and management.</p> <p>Demonstrates an ability to coordinate and communicate with direct supervisor on a daily basis or as needed.</p>	<p>Demonstrates an expert ability to effectively listen, speak, write, and interact tactfully in both a work and public setting. Demonstrates both verbal and written ability to work collaboratively with employees, associates, citizens, and other customers.</p> <p>Demonstrates an expert ability to consistently follow complex oral and written instructions from management staff.</p> <p>Demonstrates an ability to effectively communicate with a diverse group of employees, associates, and the public in a cooperative, non-argumentative manner, using calm and moderate tones and appropriate language.</p> <p>Demonstrates an ability to coordinate and develop positive working relationships and an ability to influence internal and external customers, including vendors, interest groups, and the general public. Demonstrates an ability to diffuse a hostile situation and manage conflict appropriately.</p> <p>Demonstrates an ability to foster two-way communication, to seek out, listen, and be open to the views or suggestions from staff, associates, and management.</p> <p>Demonstrates an expert ability to provide clear, sufficient, and timely information to staff about plans, expectations, tasks, and activities.</p> <p>Demonstrates both written and verbal ability to appropriately respond to information requests from internal and external customers in a timely manner.</p> <p>Demonstrates an expert ability to coordinate and communicate with direct supervisor/manager on a daily basis or as needed.</p>

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Shared Competencies	Park Maintenance Supervisor I	Park Maintenance Supervisor II
<p style="text-align: center;"><b>Teamwork, Management, and Leadership</b></p>	<p>Demonstrates an ability to support the efforts of the entire workteam and the City by managing the efforts, behavior, and quality of the work produced personally and by the staff supervised.</p> <p>Demonstrates an ability to create and maintain a positive working environment by understanding the team members' capabilities and interests.</p> <p>Demonstrates a commitment to achieve a diverse work force that reflects the City as a whole. Demonstrates an ability to foster a working environment that welcomes diversity, ensures cooperation, and promotes respect for all team members.</p> <p>Demonstrates an ability to manage priorities and work performance to achieve desired results.</p> <p>Demonstrates an ability to set expectations and provide training, development, coaching, and mentoring for employees.</p> <p>Demonstrates an ability to establish and maintain a positive working relationship with the manager and other supervisors by supporting two-way communications, and producing consistent results.</p> <p>Demonstrates a full range of leadership skills by effectively balancing their primary work assignment with responsibilities as a member of the management team.</p> <p>Demonstrates an ability to make ethical decisions and choices, be innovative, and challenge old ways of thought when appropriate.</p>	<p>Demonstrates an expert ability to support the efforts of the entire work team and the City by managing the efforts, behavior, and quality of the work produced personally and by the staff supervised.</p> <p>Demonstrates an ability to create and maintain a positive working environment by sharing expertise with team members, fostering safe work practices, and developing a trusting work relationship with and among team members.</p> <p>Demonstrates a commitment to achieve a diverse work force that reflects the City as a whole. Demonstrates an ability to foster a working environment that welcomes diversity, ensures cooperation, and promotes respect for all team members.</p> <p>Demonstrates an expert ability to manage priorities and work performance to achieve desired results. Demonstrates an ability to compile, manage, and report data that monitors performance.</p> <p>Demonstrates an expert ability to set expectations and provide training, development, coaching, and mentoring for employees. Demonstrates an ability to conduct consistent, fair, and equitable performance evaluations.</p> <p>Demonstrates an ability to establish and maintain a positive working relationship with the manager and other supervisors producing consistent results, advocating for the crew when appropriate, and offering expertise to improve processes, systems, and the organization.</p> <p>Demonstrates an expert ability to lead and train others to make ethical decisions and choices, to be innovative, and challenge old ways of thought when appropriate.</p>

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<b>Customer Service</b>	<p>Demonstrates a full performance understanding of the Division’s mission, vision, and associated customer service standards by working to provide a positive example in consistently working in accordance with the established standards, by suggesting and implementing improvements to the standards, and by encouraging staff to meet and exceed the standards.</p> <p>Demonstrates an ability to promptly and appropriately respond to the most difficult requests for service from internal and external customers resolving issues as they arise, and quickly responding to situations referred by less knowledgeable staff members.</p> <p>Demonstrates an ability to promote customer service excellence by recognizing and implementing effective customer service delivery strategies suggested by staff and management.</p> <p>Demonstrates a commitment to customer and quality service by communicating customer service philosophies and standards to staff and team members.</p>	<p>Demonstrates an expert understanding of the Division’s mission, vision, and associated customer service standards by working to provide a positive example in consistently working in accordance with the established standards, by suggesting and implementing improvements to the standards, and by encouraging staff to meet and exceed the standards.</p> <p>Demonstrates an expert ability to promptly and appropriately respond to the most difficult requests for service from internal and external customers resolving issues as they arise and quickly responding to situations referred by less knowledgeable staff members.</p> <p>Demonstrates an ability to assist upper-level management in identifying customer service needs and establishing customer service standards by raising legitimate concerns received from staff members or the public.</p> <p>Demonstrates an expert ability to promote customer service excellence by recognizing and implementing effective customer service delivery strategies suggested by staff and management.</p> <p>Demonstrates a commitment to customer and quality service by communicating customer service philosophies and standards to staff and team members, Demonstrates an ability to train and coach others in effective customer service strategies and encourages others to continually improve customer service.</p>

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<b>Education, Certification, &amp; Registration</b>	<b>Park Maintenance Supervisor I Requirements</b>	<b>Park Maintenance Supervisor II Requirements</b>
	High school graduate and six years of experience as a Parks Worker III working in Parks maintenance or three years of such experience and two years of experience as a Grounds Crew Leader (equal amounts of experience as a Driver-Operator or Heavy Equipment Operator may be substituted for up to two years of the Parks Worker III experience.) Must possess a Pesticide Applicator's License (may be obtained any time up to the end of the probationary period and maintained thereafter.) Must possess a valid Minnesota Class D driver's license, or equivalent out-of-state driver's license. The driver's license must have no suspensions or revocations for driving-related offenses within the two (2) year period prior to the date of appointment. Suspensions for parking-related offenses are excluded.	Two years of college and three years of experience as a Parks Maintenance Supervisor I or equivalent. Must possess a Pesticide Applicator's License if required for the title of Parks Maintenance Supervisor I. Must possess a valid Minnesota Class D driver's license, or equivalent out-of-state driver's license. The driver's license must have no suspensions or revocations for driving-related offenses within the two (2) year period prior to the date of appointment. Suspensions for parking-related offenses are excluded.